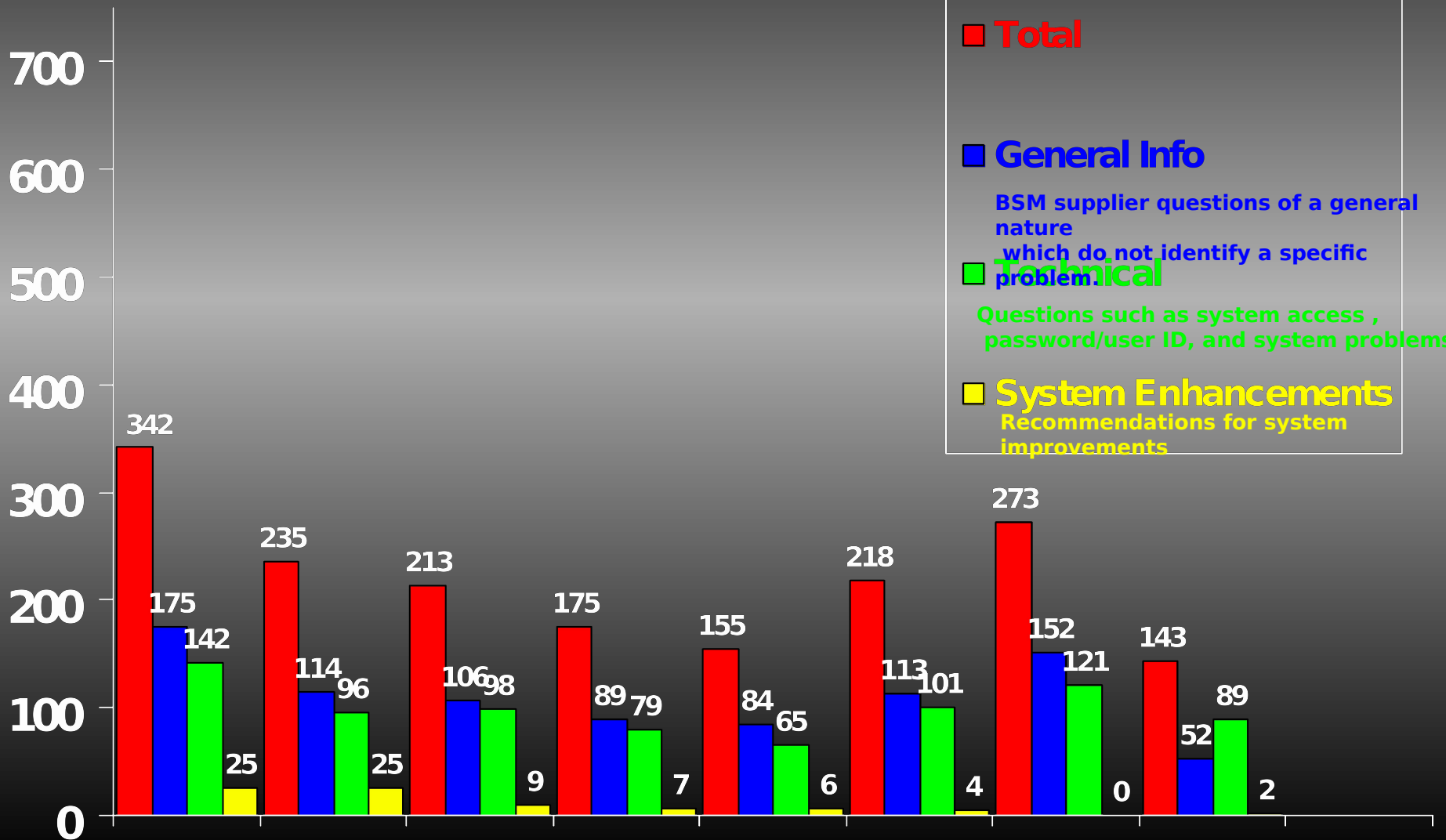




# SRweb RELATED CONTACTS

As of 22 May 03

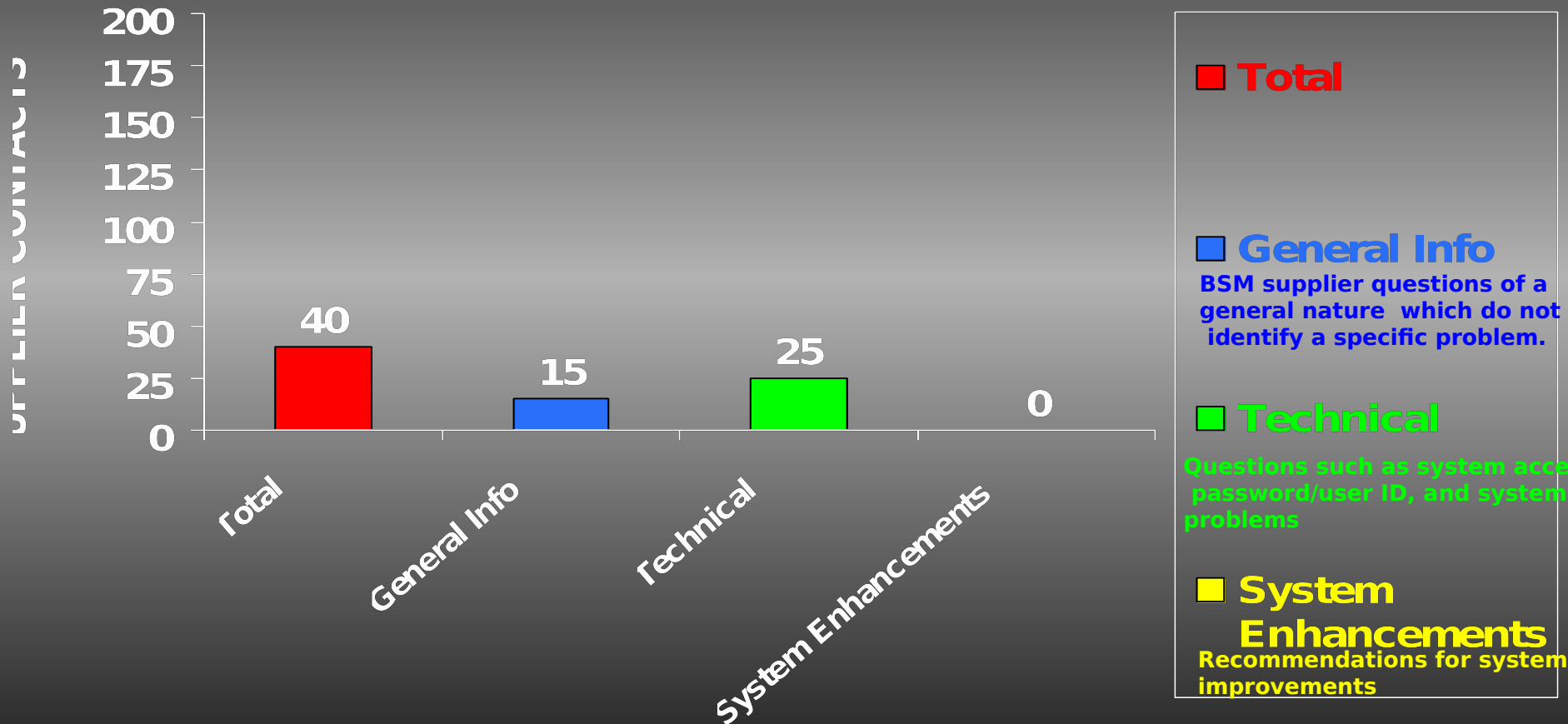


- **Total**
- **General Info**  
BSM supplier questions of a general nature which do not identify a specific problem
- **Technical**  
Questions such as system access , password/user ID, and system problems
- **System Enhancements**  
Recommendations for system improvements



# SRweb RELATED CONTACTS

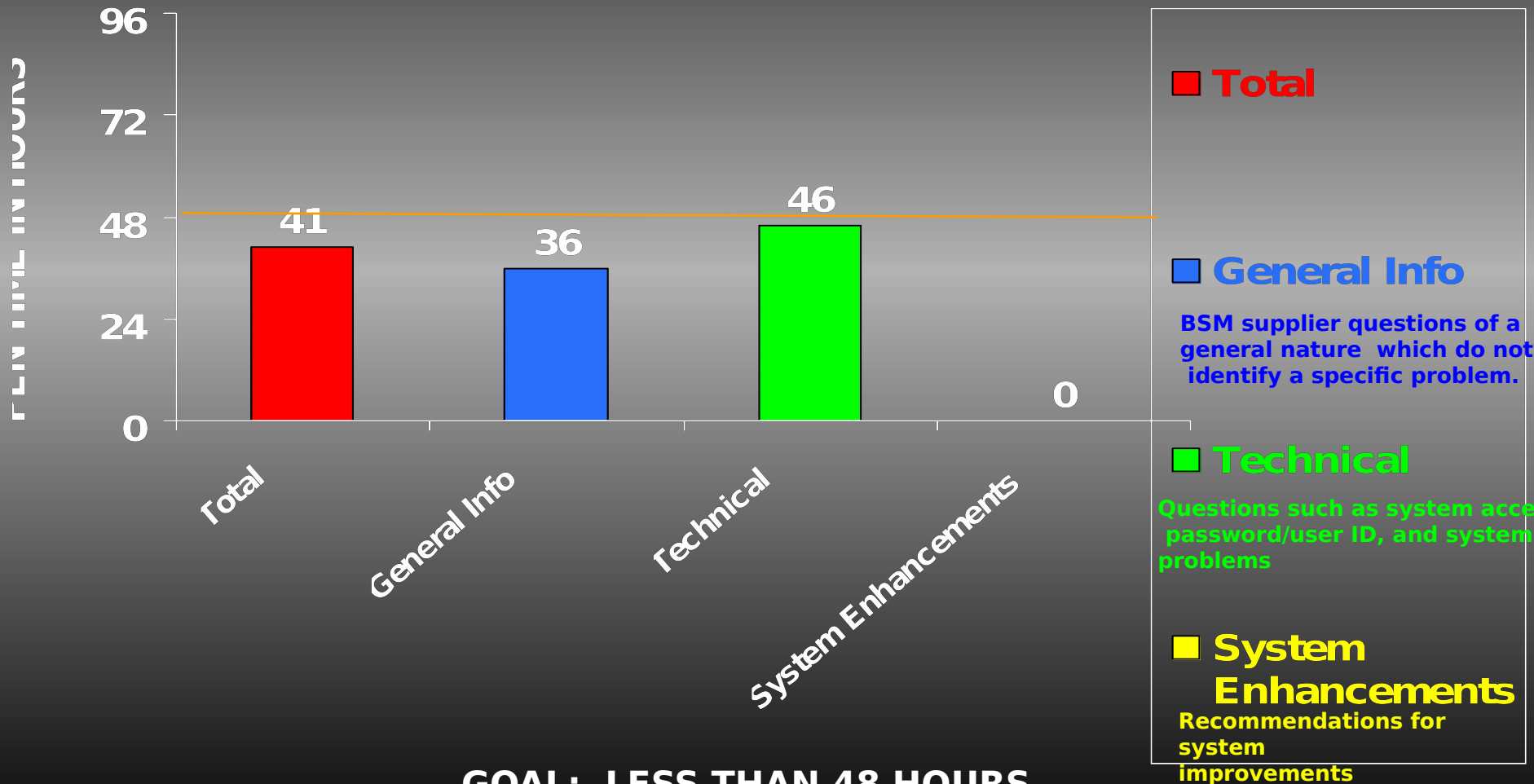
WEEK OF 16-22 MAY 03





# SRweb ISSUES

Average Resolution Time  
16-22 MAY 03



**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)

